



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Brent Magouirk et al.  
Applic No.: 10/052,577  
Filed : January 18, 2002  
For : CUSTOMER MANAGEMENT SYSTEM  
Docket No.: S77.12-0002

Group Art Unit: 2166  
Examiner:

SECOND STATUS INQUIRY

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I HEREBY CERTIFY THAT THIS PAPER IS  
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1450, THIS

*16<sup>th</sup> June, 2005*  
Christopher L. Holt  
PATENT ATTORNEY

Sir:

More than 41 months have passed since the filing of this application on January 18, 2002.

No further communication has been received from the Patent and Trademark Office. Kindly advise the undersigned of the present status of this application by checking the appropriate boxes below and providing the information requested.

STATUS INQUIRY REPLY

Application Serial No. 10/052,577 is currently assigned to Group 2166

Action by the Examiner is expected by \_\_\_\_\_  
 An office action was mailed on \_\_\_\_\_

Respectfully submitted,

WESTMAN, CHAMPLIN & KELLY, P.A.

By:

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CLH:rkp